

2440SS

From: Elizabeth Walles [mailto:elizabeth_walles@hotmail.com]

Sent: Monday, May 13, 2013 4:06 PM

To: Tom G. Oakley

Cc: kelly@expresswelcome.com; joie@comporium.net; RJ1311@aol.com; kelkmac1@gmail.com; Linda Stevenson; kunzmann@comporium.net; Rick Durham; Morgan, Willie; Jocelyn.Boyd; cfunderburk@tegacaysc.gov; Campbell, Chad

Subject: RE: Tega Cay Water Service email sent 05/07/13

Hello Mr. Oakley,

Thank you for your response. In fact the TCWCAC was aware that a Utilities, Inc., public relations employee offered to meet with us. However, it was unclear that meeting with someone from the firm's publicity area would be productive given that our previous meetings with TCWS over the years have not yet addressed our ongoing concerns with TCWS' environmental and service record.

Nonetheless, we respect your offer to meet. We propose Friday, May 17 for one hour between 9am and 2:30pm. If this works for you, I will request space at the Glennon Center. If this does not, please propose an alternate date.

We are particularly interested in: your timeline to repair the sewage system and how you intend to prevent further SSOs from entering Lake Wylie and the Tega Cay stormwater system; your target SSO level; why your previous action plan to repair the sewage system did not work; your plans to improve maintenance and customer service.

Thank you for your consideration.

Elizabeth Duda
home: 803.547.9539

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PS - I will be your point of contact for the TCWCAC for at least the near term.

Tega Cay Water Citizen Advisory Council Mission: As Tega Cay residents, we come together for a more powerful voice to demand efficient, higher quality wastewater and water service under TCWS with less offensive aesthetics, odors and environmental impact. In doing so, we benefit all of Tega Cay's health and safety, quality of life and property values

Elizabeth_Walles@hotmail.com

From: TGOakley@uiwater.com
To: elizabeth_walles@hotmail.com
CC:
Subject: RE: Tega Cay Water Service email sent 05/07/13
Date: Sat, 11 May 2013 18:58:42 +0000

Ms. Duda,

My first suggestion of a meeting between me, the Mayor and Ms. Stevenson took place in the first week of March. After initially indicating that he would approach her about the idea and work toward a meeting date, Mayor Sheppard backed off, expressing concerns about how it might go. Given the reception some of my colleagues received the last time we tried to have an informational meeting and discussion (the organized 'walk out'), I certainly understood his position.

I persisted however, assuring him that I had 'thick skin' and that I was certain that if everyone came to the table with an open mind, progress could be made. The meeting was never arranged, however.

We felt strongly that direct communication with residents was necessary and appropriate, and that view became even more important in light of the recent problems. For that reason, we have reached out to the entire community and I have been open and honest about what is happening in the updates we are providing.

When I received a request on Thursday about a potential meeting, I responded quickly that Rick and I would welcome that. I phoned back on Friday morning to discuss arrangements and left a voicemail to that effect. I'm still waiting for a response.

I do think a smallish group, non-emotional, discussion could be very productive. I view it as an opportunity to develop some dialogue that has been absent to date. Would likely be good for all involved as long as we can take some of the 'heat' out of the conversation and really try to figure out what a solution looks like.

I need your help though to make this happen. I don't want to ruffle any feathers by not going through 'proper channels' with your group. So who should be our primary point of contact?

I hope you agree that a discussion could be a good thing. I'd like to make it happen.

Please let me know.

Tom

From: Elizabeth Walles [mailto:elizabeth_walles@hotmail.com]

Sent: Friday, May 10, 2013 8:55 PM

To: Tom G. Oakley

Cc

Subject: RE: Tega Cay Water Service email sent 05/07/13

Hello Mr. Oakley,

Would you please clarify with whom you have been trying to arrange a meeting for nearly two months now? As far as I can tell, this email chain is the first contact that the Tega Cay Water Citizens Advisory Council (TCWCAC) has had with you.

Thank you for your consideration.

Sincerely yours,
Elizabeth Duda
TCWCAC

From: TGOakley@uiwater.com
To: palmettogroupconsultants@gmail.com
CC:
Subject: RE: Tega Cay Water Service email sent 05/07/13
Date: Thu, 9 May 2013 02:56:02 +0000

Greg,

I really appreciate you reaching out and I agree with you completely. In fact, I have been trying to arrange just such a meeting for nearly two months now.

Rick and I welcome the opportunity to sit down with you and see if we can't find a way to facilitate a relationship and communication that would be beneficial to everyone involved. I honestly believe it is possible and necessary to have some productive dialogue that is free of the rhetoric and emotion that gets in the way of mutual understanding.

Please let me know some potential dates and we will do everything we can to make it happen.

Again, thanks to you and the citizen board!

Best,

Tom

From: Greg Rogers [<mailto:palmettogroupconsultants@gmail.com>]

Sent: Wednesday, May 08, 2013 3:28 PM

To: Tom G. Oakley

Cc: Kelly Macaluso; wmorgan@regstaff.sc.gov; Jocelyn.Boyd@psc.sc.gov; CFunderburk@tegacaysc.gov; ccampbe@regstaff.sc.gov; Jolene; Joyce; Kelly; Linda; Liz; Steve

Subject: Re: Tega Cay Water Service email sent 05/07/13

Tom,

I appreciate your willingness to connect and feel an in person meeting with yourself and Mr Durham would best facilitate the growth of our relationship.

I would propose an informal meeting with our citizen board and said individuals of UI to discuss proper avenues with our group, moving forward. The beauty of an organic group such as ours is that it operates with no boundaries or limitations. This can allow for streamlined communication on all fronts. Should we build a positive relationship this group could be your biggest cheerleader. I hope my opinion has been of help and that the others members of the group share my sentiment that we all want to see the proper service at a fair market price afforded to our neighbors in Tega Cay. I appreciate your consideration on this matter and look forward to hearing back from you.

Sincerely,

Greg Rogers

Sent from my iPhone